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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363 Group Art Unit: 2645

Filed: November 19, 1999 Examiner: Olisa Anwah

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN
INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Commissioner of Patents
Alexandria, VA 22313-1450
Box AF

AMENDMENT UNDER 37 CFR §1.116

Sir:

In response to the Office Action dated November 16, 2004, please amend the Application
as follows:

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January 28, 2005

VIA FACSIMILE

To: Examiner Olisa Anwah
Group Art Unit No. 2645
U.S.P.T.O.

Facsimile No.: (703) 872-9306

From: Phillip E. Miller

Facsimile No.: (703) 761-2375

Re: Enclosed Amendment
U.S. Patent Application Serial No. 09/421,363
Our Ref: YOR.121

Dear Examiner Anwah:

Enclosed please find an Amendment which is in response to the Office Action dated November 16, 2004, and which should place this case in condition for immediate allowance.

Thank you in advance for your consideration on this case.

Very truly yours,



Phillip E. Miller

PEM/lmb
Enclosure